



Serial No.: 09/203,965
Filed: December 2, 1998
Group Art Unit: 2642

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Date: January 17, 2006

COMMISSIONER OF PATENTS
Alexandria, VA 22313-1450

Attorney Docket No.: DAVOX-159XX

Sir:
In re application of: Gene W. Lee
Entitled: SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER
INFORMATION RETRIEVED FROM A CUSTOMER DATABASE

Transmitted herewith is a Request for Continued Examination Transmittal sheet (1 page)
in the above-identified application. The following checked items are applicable:

- [X] A Petition for Extension of Time for 3 month(s) is hereby made, under §1.136(a);
a check in the amount of \$1,810.00 (consisting of \$1020.00 for 3 month Extension
of Time; \$790.00 for Request for Examination).
- [X] Amendment/Response dated January 17, 2006 consisting of 25 pages.

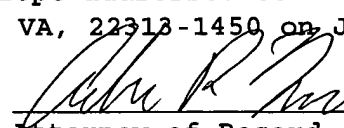
CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 5	- 5	=	x \$200.00 =	\$0.00
Total 20	- 24	=	x \$50.00 =	\$0.00
[] Multiple Dependent Claims (1st presentation)			+ \$360.00 =	\$0.00
SUBTOTAL ADDITIONAL CLAIM FEE				\$0.00
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				\$0.00

- [X] No additional claim fee.
- [X] In the event a Petition for Extension of Time is required by this paper and not
otherwise provided, such Petition is hereby made and authorization is provided
herewith to charge Deposit Account No. 02-3285 for the cost of such extension.
- [X] The Commissioner is hereby authorized to charge payment of any additional filing
fees under §1.16 associated with this communication or credit any overpayment to
Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal
Service as first class mail in an envelope addressed to: Mail Stop RCE, Commissioner
of Patents, P.O. Box 1450, Alexandria, VA, 22313-1450 on January 17, 2006.

01/23/2006 HGUTEMR1 00000065 09203965

02 FC:1253 1020.00 OP
SUBMIT IN TRIPLICATE


Attorney of Record: Andrew R. Martin, Esq.
Registration No. 45,413



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Gene W. Lee
Serial No. : 09/203,965
Filed : December 2, 1998
For : SYSTEM AND METHOD FOR MANAGING A HOLD
QUEUE BASED ON CUSTOMER INFORMATION
RETRIEVED FROM A CUSTOMER DATABASE
Attorney's Docket : DAVOX-159XX
Examiner : Lawan Fletcher
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop RCE, Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on

1/17/06

By

Andrew R. Martin, Esq.
Registration No. 45,413
Attorney for Applicant(s)

RESPONSE AND AMENDMENT

Mail Stop RCE
Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Dear Sir/Madam:

This amendment is being filed in response to the final Office Action mailed July 14, 2005. In response thereto, consider the following amendments and remarks.